Driver Training

Apr 2024

Welcome to Jitsu!

Jitsu combines innovative technology and superior logistics to deliver cost-effective, reliable same and next-day delivery services to industry leaders in the meal kits, perishables, and eCommerce space.

Jitsu

- Seattle
- Portland
- Milwaukee
- Detroit
- Cleveland
- Chicago
- Westchester, NY
- New Haven, CT
- New York, NY
- New Jersey
- Philadelphia
- Baltimore
- Washington D.C.
- Richmond
- Norfolk
- Sacramento
- San Francisco
- Indianapolis
- Columbus
- Las Vegas
- Los Angeles
- Phoenix
- San Diego
- Dallas
- Austin
- Houston

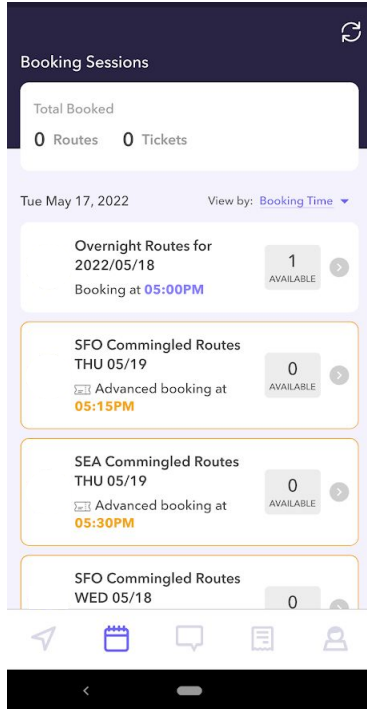🟢 Current Market Coverage

🟡 Coming Soon

Agenda

- Booking Process
- At the warehouse
- On the road
- Payments
- Safety
- Q&A

Booking a route
Main Booking Page

Booking page
Via the main calendar app in the menu bar on the bottom menu bar
Bookings are available around 1-2 days prior to delivery
Check app for latest available booking times
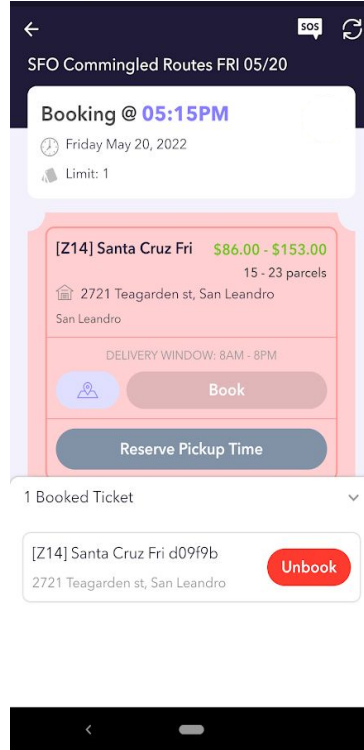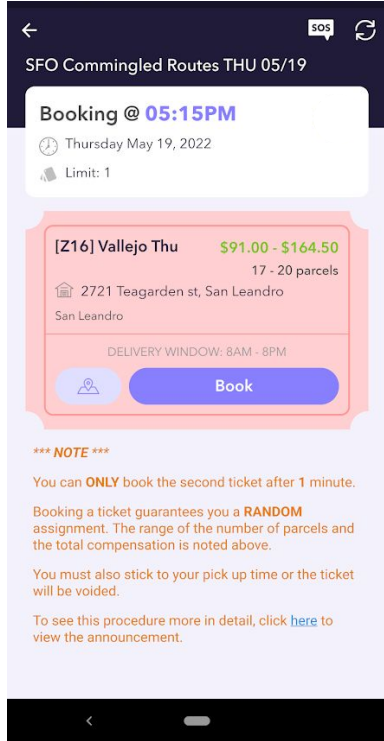
Commingled Routes
Routes with deliveries from multiple clients
Most routes will be commingled routes

Specialty Routes
We also have overnight & on demand routes in select areas
Let us know if you're interested in these routes
Requirements may apply

Booking a route

Ticket booking

Pricing

Tickets reflect a range of pricing & range of parcels
Exact pricing will be shown once the specific route is picked up

Map

Refer to the map for the zone area
Map of the exact deliveries is available after route pick up

Ticketing System

A ticket represents a reservation for a delivery route in the zone
It is not for a specific route/assignment, and is a *RANDOM* route
Routes are dynamically built and will be provided once ticket is claimed at the warehouse

Booking a route

Reserving a pickup window
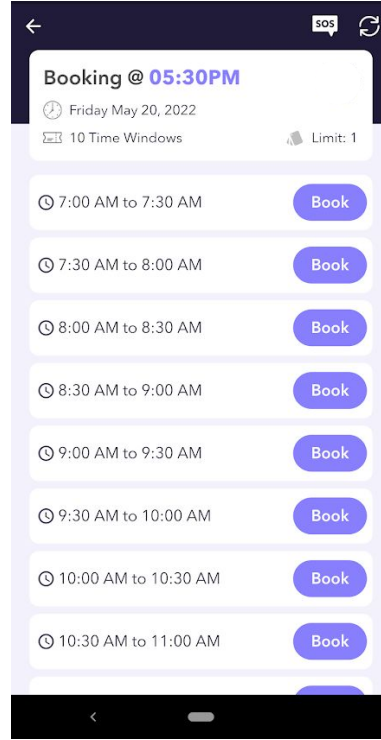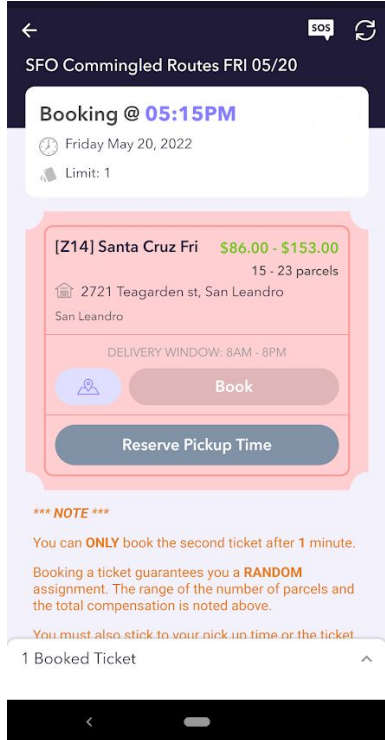
Pickup Window

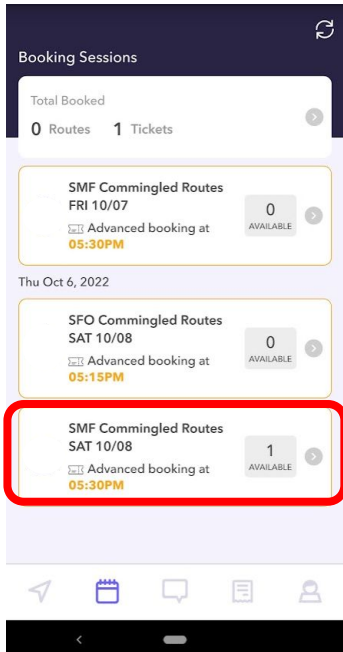Routes without a pickup window will   be dropped.

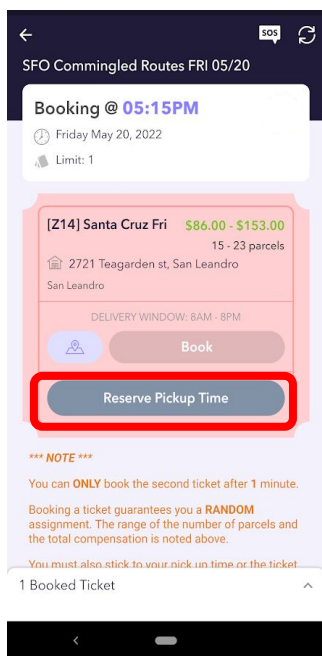Routes picked up after the pickup window may also be dropped.
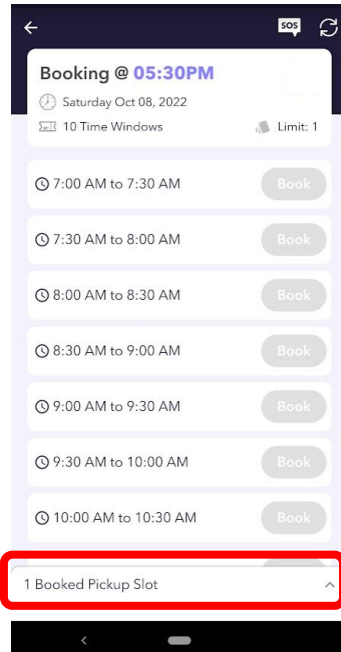
Booking a route
Selecting a pickup window

Jitsu

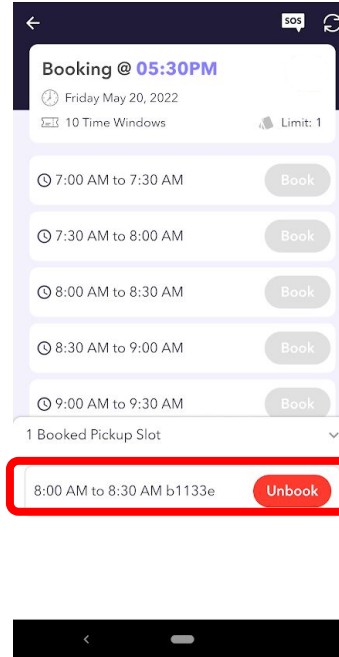*Go to your initial booking session for the selected day*

Pull up zone/ticket & click 'Reserve Pickup Time' button
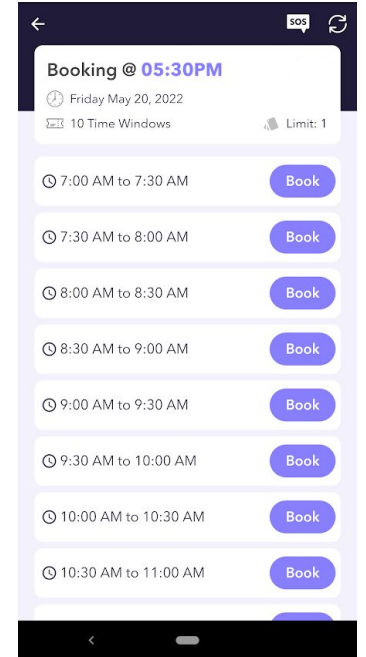
All slots appear greyed out, but click on Booked Pickup Slot
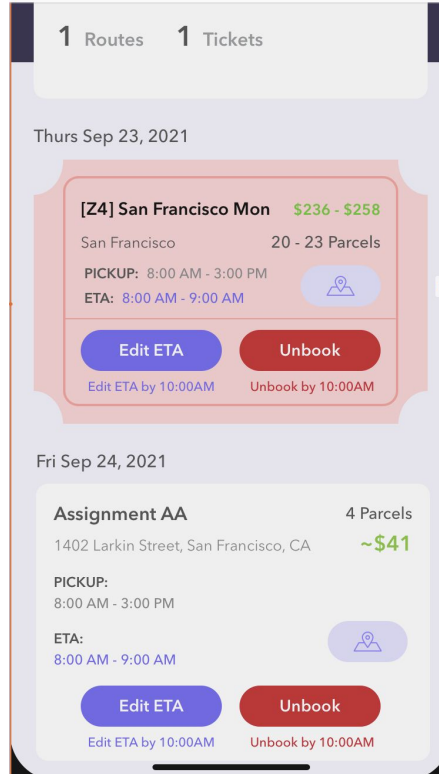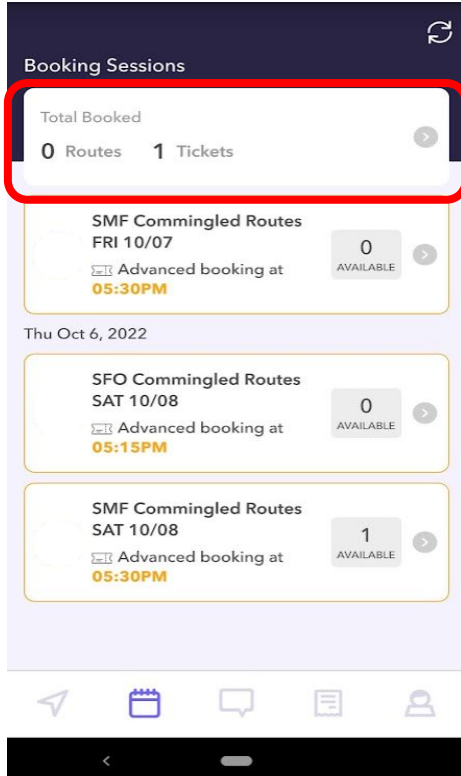
Unbook existing pickup window slot

Pickup windows will be purple & available for booking.

Booking a route

Changing the pickup window
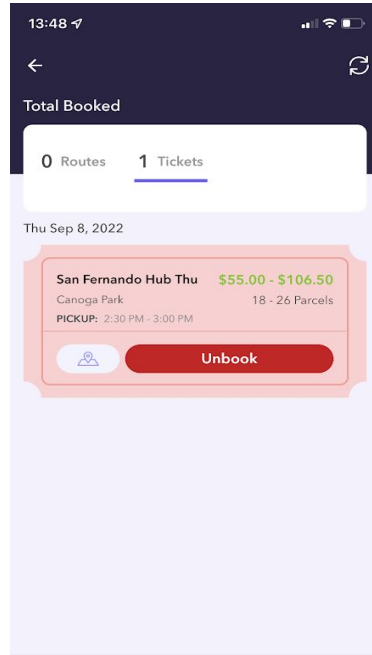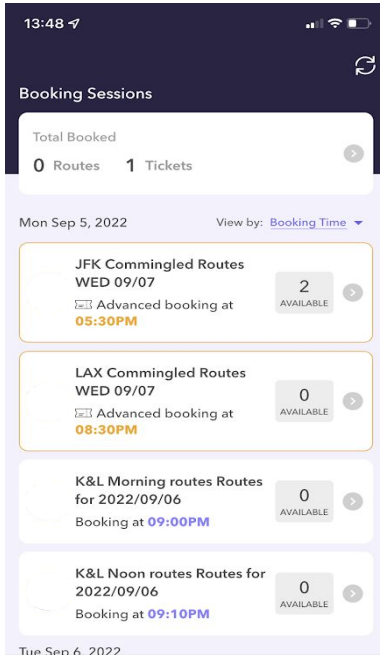

Changing Pickup Window

Go to the Booking tab, and access your booked tickets.

Driver can edit ETA &/or unbook their ticket. It'll reference the latest when changes can be made

Booking a route

Unbooking a ticket

Unbooking

Tickets should be unbooked before the day of delivery.

Too many unbookings can result in limits to booking opportunities.

Arriving at the Warehouse

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Before you arrive

- Be punctual and arrive within your selected pick up window. If you arrive too early, the warehouse will not be able to honor your ticket until the scheduled pick up window
- Be sure to turn on your GPS tracking and enable your location sharing permissions for the Axlehire App
- When you are on en-route, click "I'm on my way" so the warehouse team can start prepping your assignment
- Make sure your car and trunk is clean and empty so there's enough space for all the parcels
    - You may need to adjust your passenger seat up to help fit in all the parcels
- For safety reasons, kids and pets are not allowed to accompany the driver during services with AxleHire

Checking in with warehouse team

- Select "I've Arrived" when you reach the warehouse to prevent your tickets from being cancelled
- Have your ID ready - Outbound staff will match the ID to the app account to the person
- Have app ready to show the Outbound staff how many tickets you have - they will pull out a pallet for you to start your route

Loading Your Vehicle

- Scan all packages first to see if any are missing before car is loaded - reach out to Outbound staff for help if packages are missing
- Small parcels - check with outbound team for the additional small parcel packages
- Best practice is to load the highest package number first in the back of your vehicle
- Packages must be secured within your vehicle and trunk - never load packages on your vehicle's roof or in open bed trucks

At the warehouse

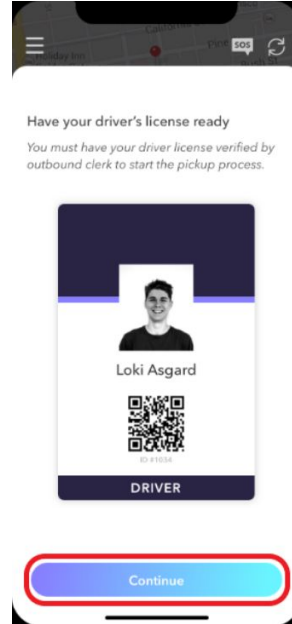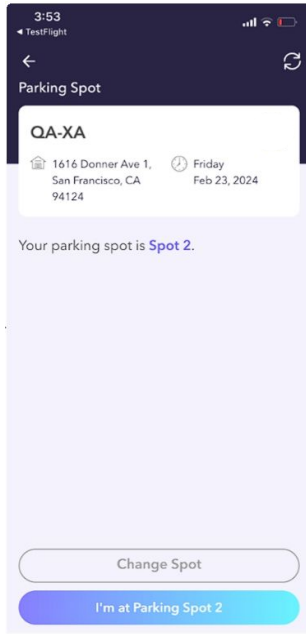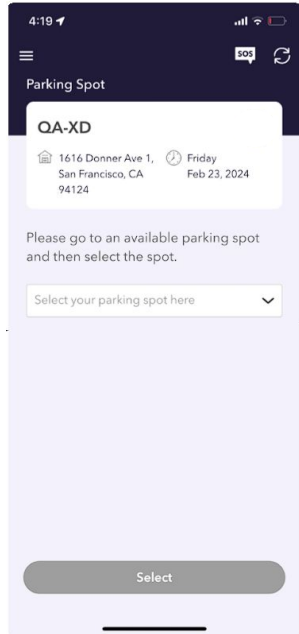"I've Arrived"

Jitsu >
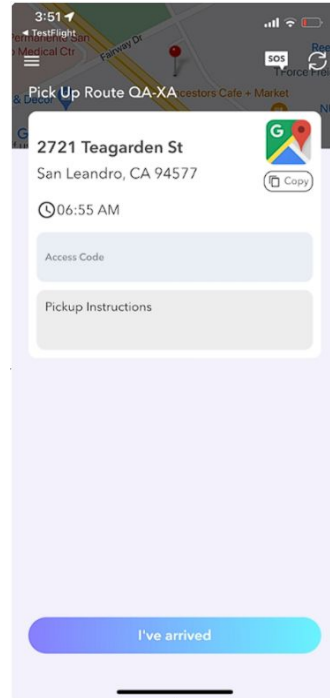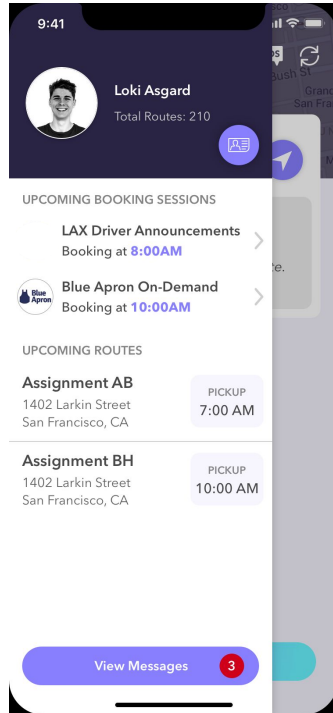
I've Arrived
Select the "I've arrived" button once you're at the warehouse premises.

If you leave the warehouses premises after hitting "I've Arrived", your ticket may be reset and removed.
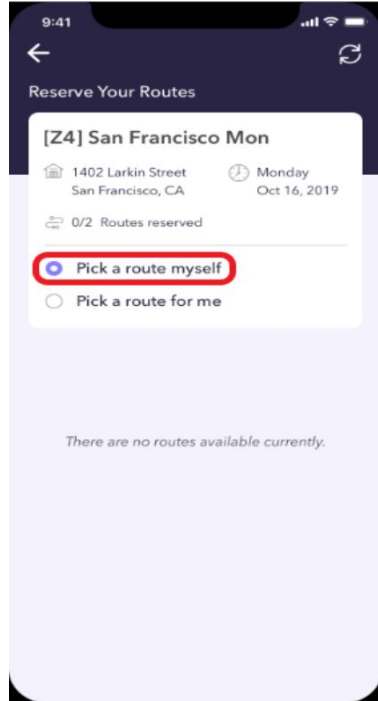
At the warehouse

Parking

Parking

Drive to the available parking spot and select the spot from the drop down list. Once your spot is selected, press 'I'm at Parking Spot #'.

Be sure to have your Driver app and driver license ready for the outbound clerk.

At the warehouse

Reserving a Route
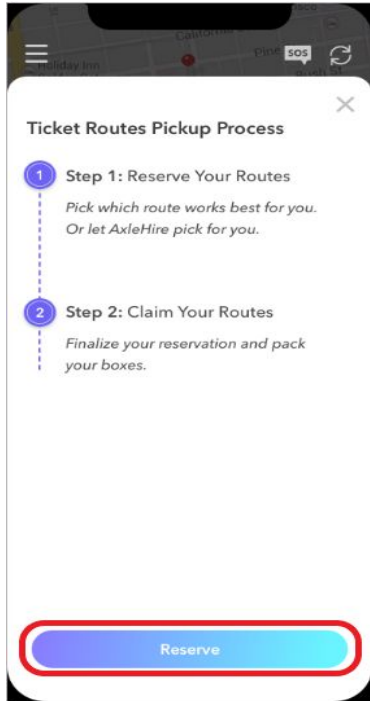
Route Selection

After checking in with the outbound clerk, you will see an update regarding our new Route Selection pickup process.

Press 'Reserve' to continue. You can select 'Pick a route myself' or allow AxleHire to select a route on your behalf.

At the warehouse

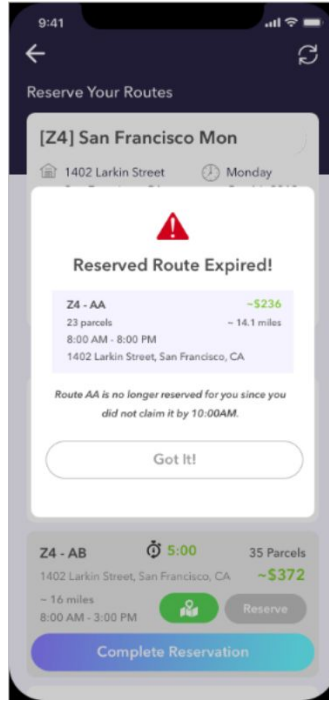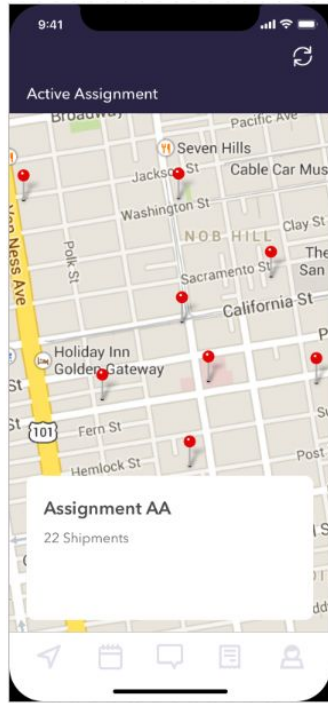Reserving a Route
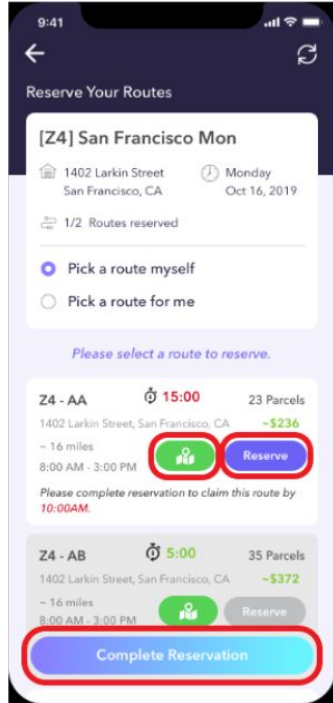
Route Selection

Scroll down to check out the list of available routes in your zone. Selecting the green map icon will allow you to see the route details.

Select the route of your choice – if you have multiple tickets, you will be able to select multiple reservations. Once you select all your routes you want to pick up now, press 'Complete Reservation'.

(*Please note that the reservations will be held for 15 minutes - if reservation is not completed, the route will be released.*)

At the warehouse

Reserving a Route
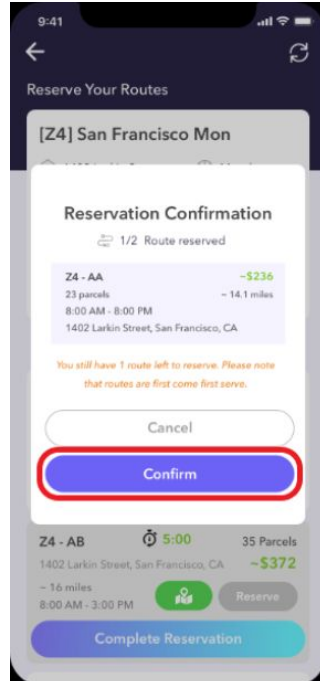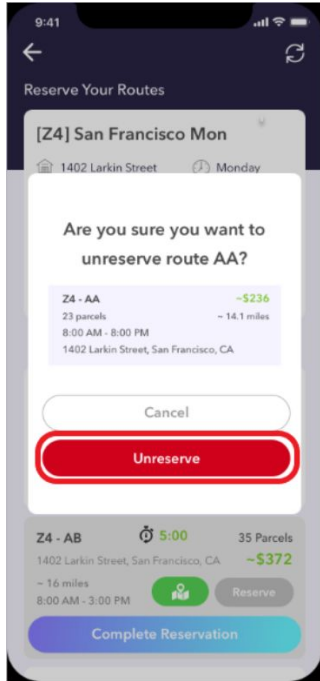
Route Confirmation
You have the ability to choose from the available routes. If you want to switch routes, you will need to 'Unreserve' before selecting a new route.

After you have selected routes for all your tickets, hit 'Confirm' and the Outbound team will prepare the routes for you.

At the warehouse

Claiming a Route
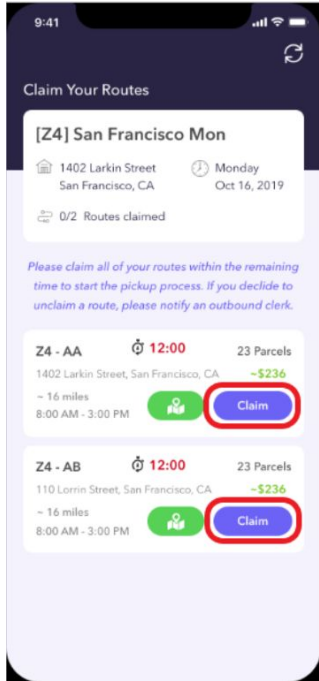
Route Confirmation

Select the 'Claim' button, and proceed to scanning the QR code on the packages to claim your route.

If you are picking up more than one route, you will be prompted to claim the second route.

Please note that routes will need to be claimed within 45 minutes, otherwise the routes will be released. You will still have your ticket and can claim a new route. If you decide to unclaim a route, please notify the outbound team immediately.

At the warehouse

Loading Vehicle

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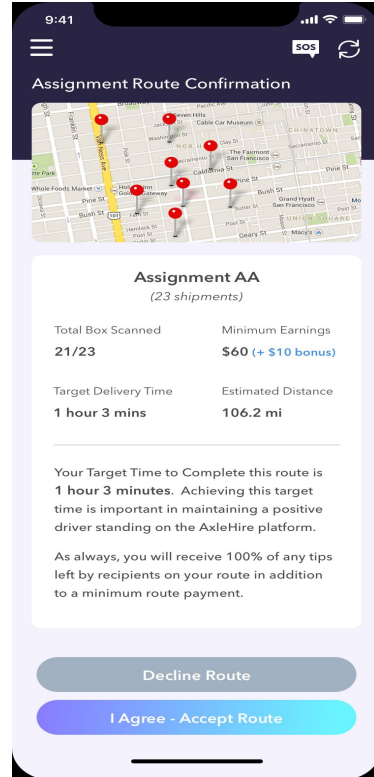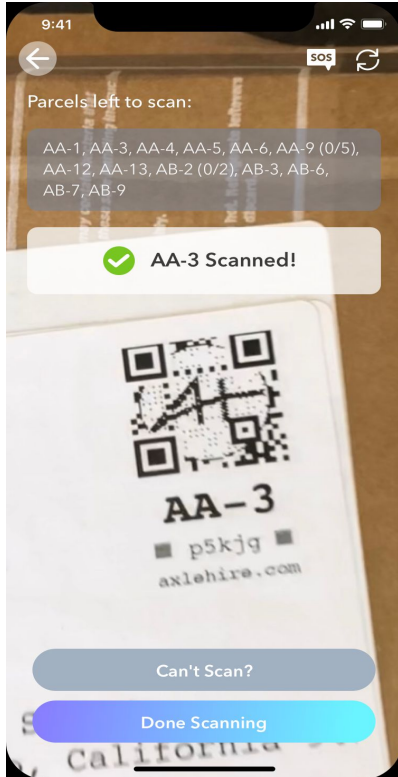
Loading Vehicle

Scan all packages prior to loading in your vehicle, in case there are missing packages.

The stop order is optimized; load your vehicle with the highest stop number first so packages will be easier to find.

After all packages are scanned, press 'I Agree' to accept the route.

At the warehouse

Loading Vehicle
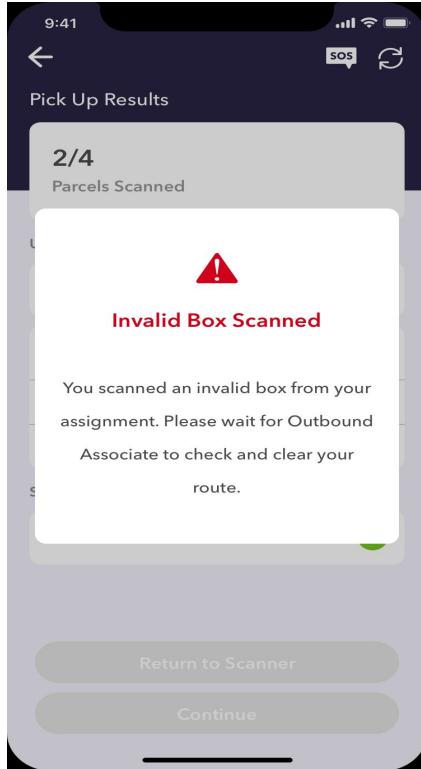
Invalid Box Scanned

If you accidentally scan an incorrect package, wait for the Outbound staff to clear the package.
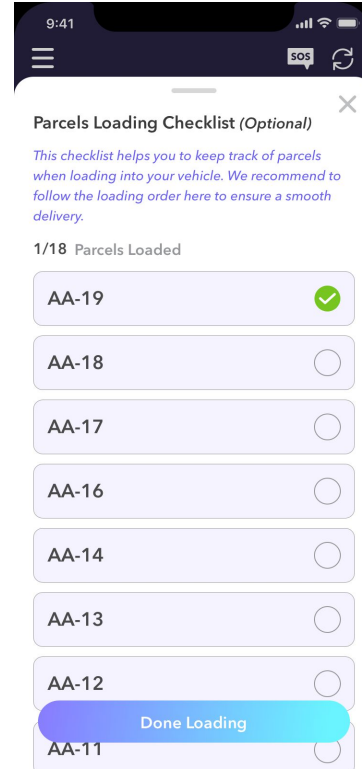
Parcel Loading Checklist

Use the Parcel Loading Checklist to help confirm you have scanned all packages.

If you are missing a parcel, get with an Outbound associate for help.

On the road
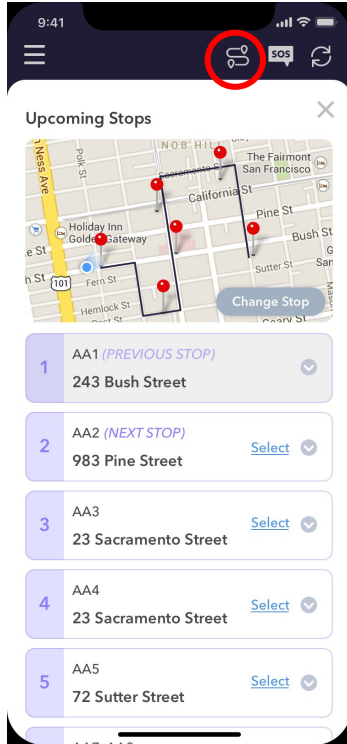
Navigation
You will be able to see all of your stops on the map.

You can also reverse the order of the stops by clicking on the route icon above.
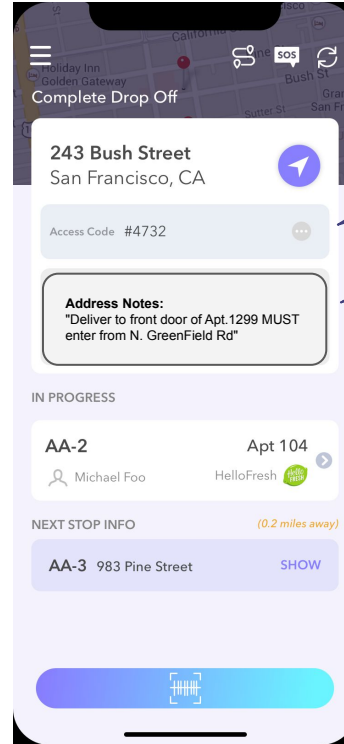
Pay close attention to the Access Code and Delivery Notes

Drop off Information
You will have access codes and additional notes needed to deliver your parcels.

On the road

![Jitsu logo]

The Drop off

Once you're at the correct location for a stop, you will need to scan in the package to succeed the drop off.

Click on the barcode icon to scan package.
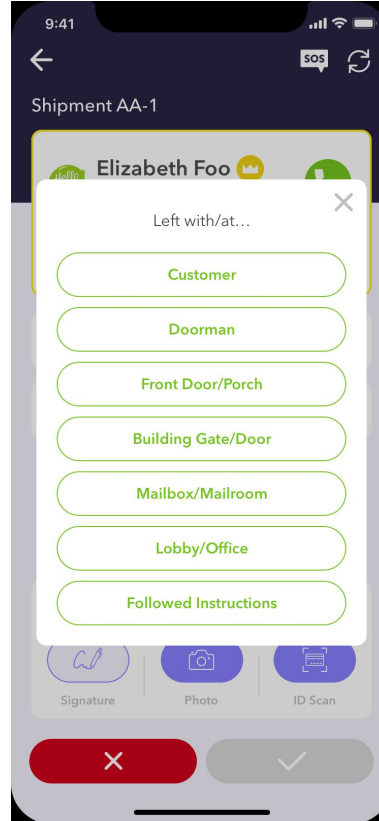
Selecting the Drop off Remark

Unless otherwise noted by the customer, drop off package at the customer's front door.

If there are issues with delivering, contact the customer/dispatch. If there is still an access issue, leave the box **indoors** in a safe place and leave the following remark: "cannot access front door, delivered to X".

Do **NOT** leave the box outdoors at any time

On the road

Jitsu ›
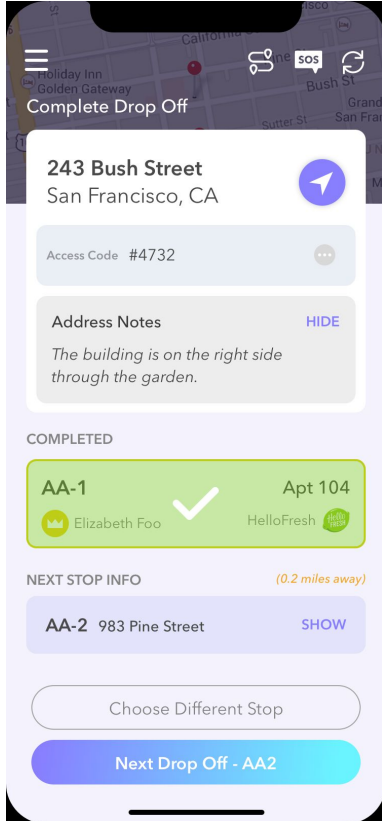
Next Drop off
Once your stop is completed and your ready for the next stop, press Next Drop Off.
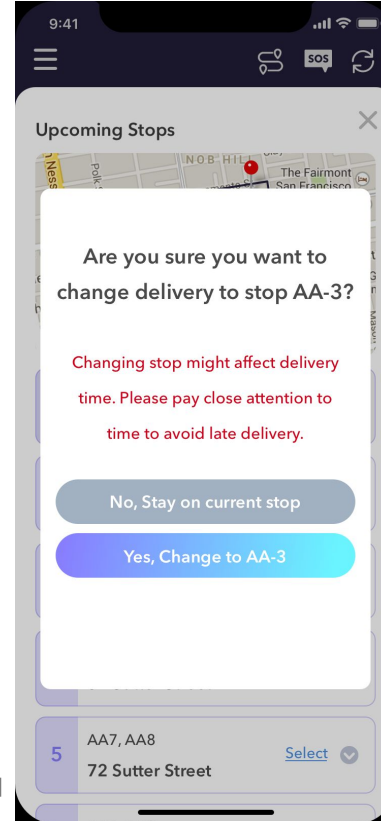
Changing the Stop Order
The route order presented will already be optimized.

You can always change the order of the stops during your delivery, however, this could add to your total delivery time.

On the road

Navigational help

Examples of issues that drivers may encounter:

- GPS signal lost
- Cannot find address
- Incorrect Address
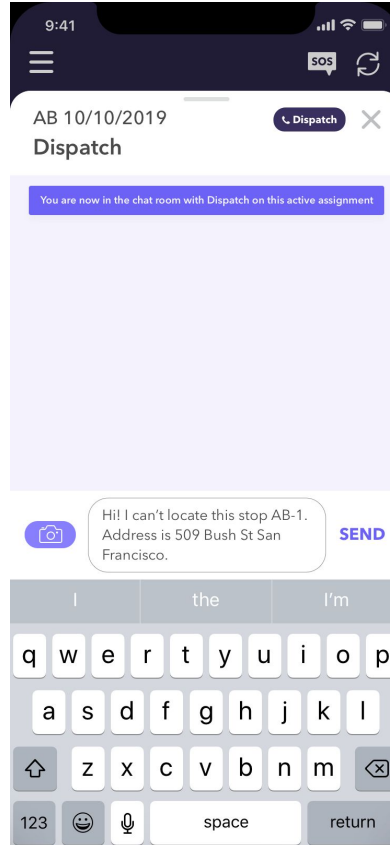
Any Issues on Road?

If you have any issues on road, press SOS and contact Dispatch.

Dispatch will provide you assistance so that you can deliver your parcels successfully.

On the road

Delivery Stop Assistance

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Examples of issues that drivers may encounter:

- Access codes
- No safe place for the driver to drop off package
- Cannot find address
- Packages need signature, but customer not available
- Client refuses the package
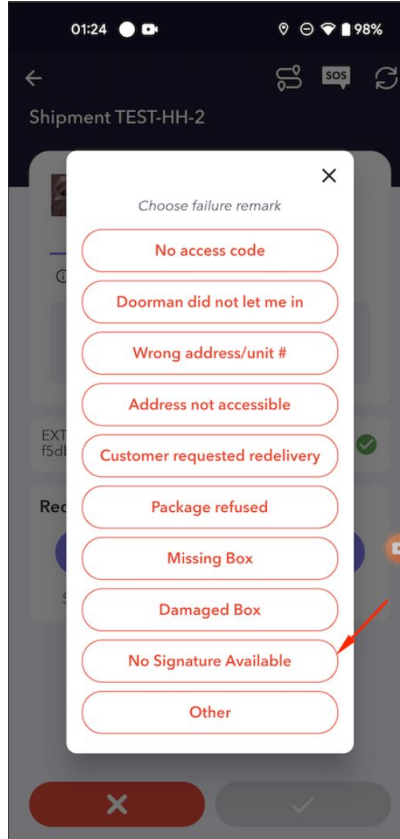
Issues at Delivery?

Press SOS or the Phone button to contact Dispatch or the Customer for additional help & instructions.

Please wait up to **2 minutes** for response back prior to failing delivery (packages can also be redelivered at later time during route).

Fails/Returns

Failed packages are automatically added to the end of the route so drivers can continue with the rest of the route. **All fails and returns must be returned back to the warehouse.**

On the road

Fails

What happens when there's a misdelivery?

Please contact dispatch and see about retrieving the package. This way dispatch can contact the customer and notify them of the misdelivered parcel.
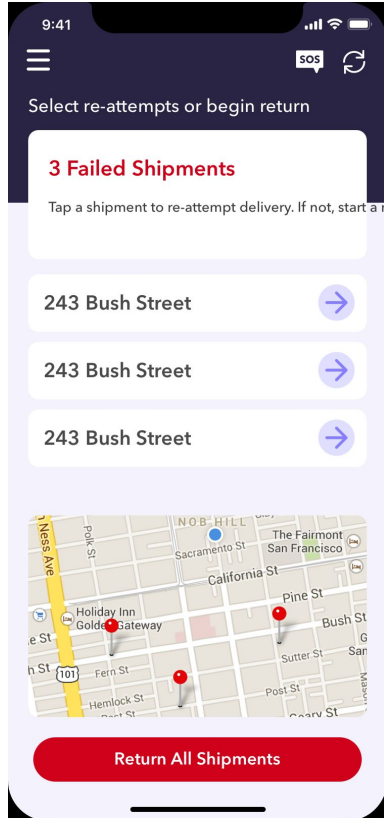
Is the final stop back to warehouse paid?

No, the route price is the total final price. Returns do need to be dropped off at the warehouse in order for the route to be closed, and for the driver to be paid.

What if there's a problem and you can't deliver a parcel on the route?

Bring the package back to the warehouse. If the package was picked up from a hub, please contact dispatch to ensure the hub is still opened. If the hub is closed, dispatch will be able to provide the next steps.

On the road

Returns at the warehouse

Return Warehouse

A return stop is added to the end of the route when there are failed packages.
By default, the return location will be the same as the pickup location.

- If pickup hubs are closed that day, driver will be asked to drop off package the next day.
- If hub is closed the following day, driver will be asked to drop off package at main warehouse.

At the warehouse

Driver should hand off their returns to the outbound staff. Staff will need to scan in the returned package, and mark they have received the package.
This will close out the existing route.

Packages Not Returned

Driver route will remain open if packages are not returned. This will prevent drivers from booking a new route, and cannot get paid for existing route.
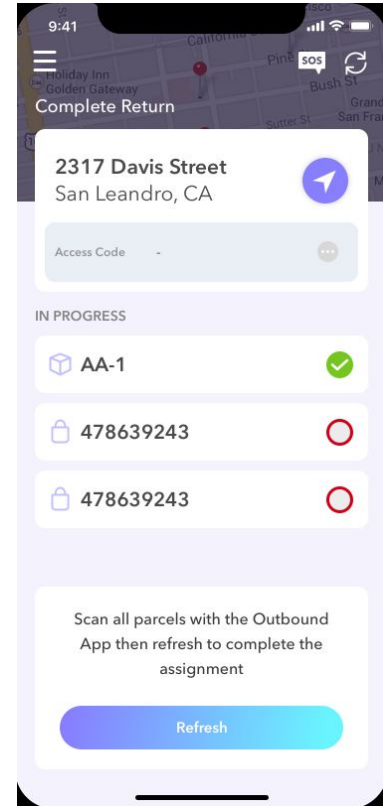
Payments

Payment method

- Branch - free digital wallet service

Pay Cycle

- Work week runs from Monday thru Sunday; pay stubs will be available by Tuesday
- Pay can be accessed by Branch as early as Tuesday!
- Route payment is based on the day the route was completed & closed out. If a route is picked up Sunday evening and not completed until Monday morning, payment for this route will fall into the following week.

Early payouts

- There is a fee of 7.5% for early payouts outside of the pay cycle; you'll see the fee before you confirm the early payment transfer
- Early payout requests via Branch are nearly instantaneous
- Branch may assess a separate fee for quicker payouts from Branch wallet to your own bank account

Bonuses

- Eligible payments for bonus campaigns will show up on your weekly paystub even if it does not show up on the route
- Packages must be delivered by 7PM local time to qualify for bonuses
- New drivers are eligible for $15 bonus for first route

Delivery & Communication Preferences

Delivery Preferences

9:41

×

Edit Delivery Preferences

Choose your preferences on the delivery services.

Pickup Regions/ Locations

Current pickup info is not available. Please contact driver service team for more info.

Day of Week

Day of Week selection will be available once pickup and dropoff info are selected.

Dropoff Zone

Current dropoff info is not available. Please contact driver service team for more info.

Other

☐ I have military base access

☐ Has service animal

Save

Now, you can change them anytime, choosing when and where you're available for pickups. Take control of your schedule!
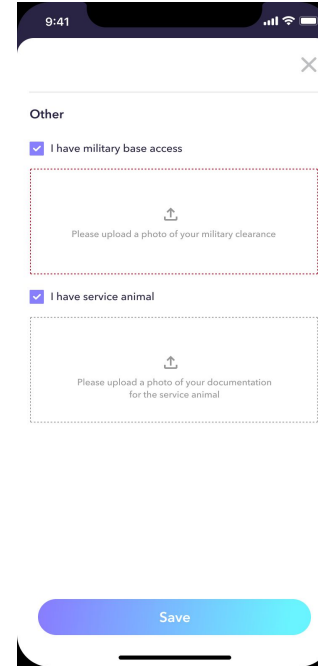
Delivery & Communication Preferences

Delivery Preferences
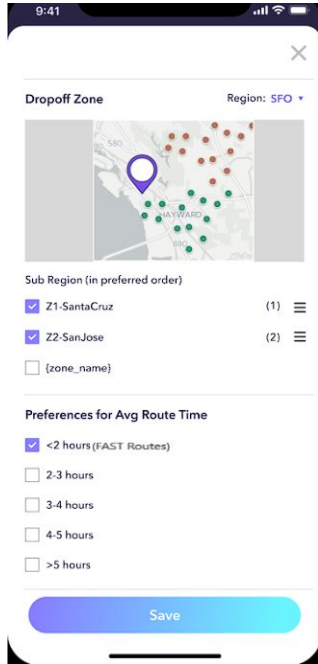
For an optimized delivery experience, select the checkboxes on the left to choose your preferred drop-off zones and prioritize your selections by ranking them in order on the right.

If FAST routes are your preference, choose <2 hour routes for faster deliveries.

For multi-region drivers, switching between areas is now seamless via our dropdown menu in the upper right hand corner.

Indicate whether you have military base access or a service animal. Make sure to check the boxes that apply and upload any relevant documentation (such as veteran ID or service animal certification).

Delivery & Communication Preferences

Communication Preferences

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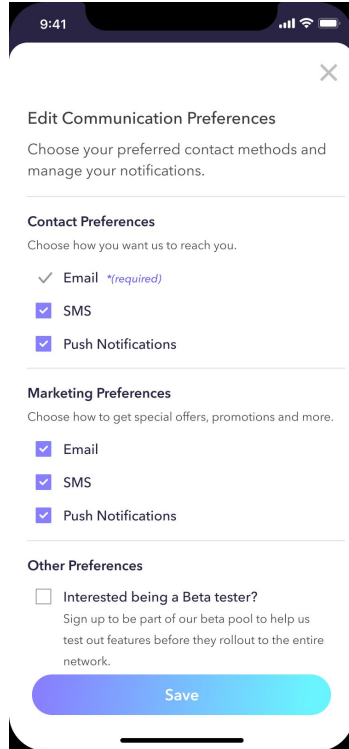
SMS

Please note that if you select SMS, it will be enabled for both Contact and Marketing communication; opting out will result in removal from both. Changes to your profile will require a one-time passcode sent to your phone for password verification. You may need to resubscribe to SMS for this process, however you can unsubscribe again if preferred.

Beta Tester

You now have the option to become a beta tester and lead the way in experiencing new features and improvements. Simply select this option in your preferences and make your feedback count!

Tips
For Safe & Successful Deliveries

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- Start your day off right by keeping the inside of your vehicle clean and empty
- Verify your vehicle is in good working condition
- Make sure your vehicle has a full tank of gas
- Make sure you have a fully charged phone with charger available
- Be mindful of weather conditions
- Avoid distractions while driving
- Always Use Your Safety belt
- No kids/pets during pickup, delivery of route
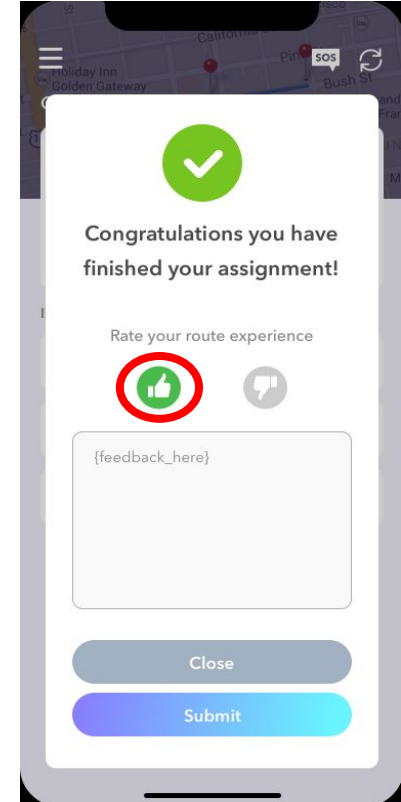- Use of open bed trucks and unsecured packages are prohibited

Feedback

We would love to hear from you!

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1. Feedback on the route (👍 / 👎)
2. Enter free form feedback on the assignment - we do read what you share!
3. Email us at drivers@gojitsu.com
4. Use Messenger > General Support for chat or click the SOS button.
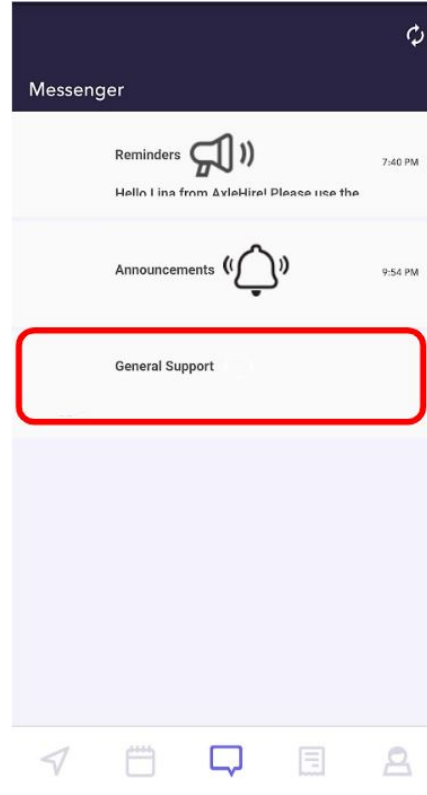
Any Q&A?

You can reach us at drivers@gojitsu.com